MaxContact
Feature List

MaxContact

Omnichannel Features

Inbound

Take inbound calls in their own individual campaigns or through blended campaigns.

Outbound

Have multiple campaigns running at the same time with the ability for agents to log in and out when required.

IVR

Set up unlimited IVR routes, improving the customer experience and monitor & report on trends.

E-mail

Allow customers and agents to interact via email with intelligent routing through our upgraded web-agent.

WebChat

Interact with customers and prospects through live chats on web and mobile devices.

Text/SMS

With Text/SMS, you are able to send different kinds of messages to your customers phones.

WhatsApp & Facebook Messenger

Have two-way WhatsApp and Facebook conversations with your customers.

Reporting & BI

Report on all stats from all channels and display trends or particular information through our customisable dashboards.

WebChat & email transcripts

Your customers can request a transcript of the interaction they had with your agent.

Interface

Consolidated, easy-to-use interfaces for agents, supervisors and administrators.
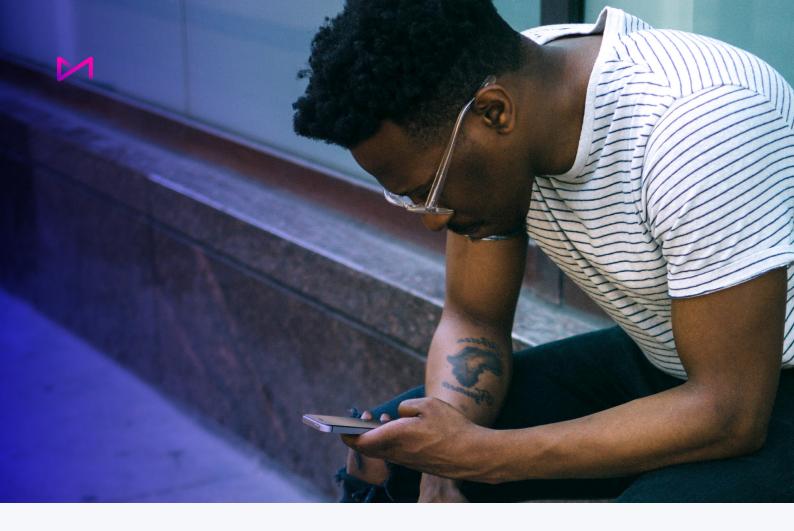
Administration

Administration is simple and avoids the need for expensive technical staff or professional services costs.

Make real-time changes

Allowing you to make changes in minutes not hours, so you can adapt your business to changes immediately.

Schedule Reports

Ensure everyone gets the reports they need hourly, daily, weekly or monthly with our advanced scheduler.

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Custom Reports

Build your own custom reports with our open architecture and dedicated reporting servers.

Data Forever

We never delete your data, so you will be able to report on it forever allowing for analysis of big data trends.

Customer Satisfaction

Increase Customer satisfaction through contact over preferred channels.

Agent Productivity

Improve agent productivity and reduce per interaction costs with multiple interactions (configurable).

Blended Campaigns

Seamlessly blend inbound and outbound with omnichannel interactions.

Handling

Reduce average handle time ensuring each customer is connected to the best, or previously spoken to agent.

Previous Agent Routing and Transfers

Set your interaction queues to automatically route to previously contacted agents or use the ability to transfer an interaction to any agent available.

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Outbound Features

Predictive dialling

Our own predictive dialler algorithm starts dialling multiple simultaneous lines to maximize productivity, passing the agent the next call the moment they are ready.

'Dropless' predictive algorithm

Our 'dropless' algorithm has been designed to work in a blended or outbound only environment, with the aim of running Predictive campaigns with a drop rate as close to 0% as possible.

Progressive 'Undroppable' dialling

Automatic dialling at a 1:1 ratio, with a blended campaign, meaning agents can take inbound calls without the worry of outbound calls being dropped.

Preview dialling

Allows your agents to see specific information about the customer before the dialler places the call or the agent chooses to dial.

Auto change - predictive to progressive

Allows you to set the number of agents where the dialler will automatically change from predictive to progressive dialling, avoiding a spike in dropped call numbers. When your staffing levels get back to that number dialling will change back to predictive.

Data priorities

MaxContact gives you the ability to prioritise your data the way you want, target postcodes, values of loans, age, anything. Giving you the ability to focus on the data that gives a higher return on investment.

Call recording

Full call recording of all calls. Record all or separate parts of transferred calls, review agent performance on calls, quickly spot trends in contact centre activity and rate and review calls on the system.

Simple, single window web agent

Single sign on, log in and out of individual allocated campaigns, manage call-backs, take inbound and outbound calls on the same screen, agent dashboard to display performance and targets, personalised scripts and CRM integration without the need for additional browser windows.

Live agent coaching & monitoring

Allows seamless connection to any agent making/taking calls, giving you the opportunity to listen in or coach the agent through the call.

Data Penetration

Increase collections/sales rates and improve data penetration.

AMD

Over 90% successful Answer Machine Detection, freeing up time for agents to take the calls that count whilst remaining compliant.

Best time to call

Automatically call at different times of the day to achieve better data penetration rates and increased ROI on data spends.

Time zone control

Auto time zone dialling, allowing calls to international destinations to be controlled, maximising contact rates.

Post call actions

Allows agents to move calls into IVRs at the touch of a button. Play terms and conditions or leave automated answer machine messages, freeing the agent to deal with other calls.

Bespoke scripting

100% personalised, real time updated scripts. Display different scripts for different leads all within the same agent interface.

Data Penetration

Increase collections/sales rates and improve data penetration.

Drag & Drop campaign management

Load, filter and assign data and campaigns in advance and on the fly. Allow automatic dialling of specific campaigns/lists as soon as agents log in. Monitor and receive alerts on eligible data thresholds. Change dialling types on the fly for campaigns and lists.

Multi option transfers

Allows agents to transfer calls to specific users, skills groups, IVRs or Hot Keys. Agents can complete warm or cold transfers easily within the single web agent screen.

Fully customizable dispositions

Produce result code plans which allow you to display different result codes on different campaigns and only in certain circumstances – Only visible on scripts, within web agent, on certain agent script pages and so on.

DNC lists

Infinite Do Not Call lists, customisable and 100% protected.

Inbound Features

Skills based routing

Ensures customers are directed to the relevant queue and the best agents available for the call whilst allowing for the best overflow options at peak times, improving customer experiences with lower queue times.

Virtual Queue

Give the customer the ability to leave their number in the queue and be called back by the system when they get to the front and connect to an agent.

Blended campaigns

Allows agents to seamlessly take inbound calls whilst being logged into outbound campaigns and making calls. Priority will be given to inbound calls automatically and customers will be routed to the agent with minimal wait time.

IVR editor

Fully customisable inbound IVRs allowing you to create simple to complex routing including features such as time checks, skills routing and golden ticket options.

Customize queuing

Route calls through single or multiple queue options to allow customers to select the correct destination with ease.

Call recording

Full call recording and easy identification between inbound and other call types.

Multi option transfers

Hot Key, Skill group, individual agent and IVR transfers are all possible through inbound calls.

Fully customisable dispositions

Specific result code plans can be added to all or individual inbound campaigns to add to the level of customisable options.

Emergency inbound routing

Allows you to put the dialler into 'Emergency Override mode' whilst onsite or remotely. This gives you the ability to quickly change all inbound routes to an alternative IVR route in the event of an emergency.

Live agent coaching & Monitoring

All inbound activity by agents can be monitored and coaching can be implemented via coach + agent interaction.

Content Filtering

Allows you to upload lists of words to be automatically filtered out of agent chats and emails. They will be replaced by *****.

PCI-DSS Compliant Payment Options

Allow agents to take payments in a PCI-DSS compliant way or use the PCI -DSS Compliant Payment IVR which enables your contact centre to receive payments 24 hours a day, 7 days a week, 365 days a year without the need for any agent involvement.

Multiple inbound numbers

Ability to add multiple inbound numbers for more choice and options for your customers.

Inbound reports

Specific inbound reports to show information that can be broken down into detailed time periods.

Integration

Webservice and database integrations to third party products, to customise, pull data, verify or provide additional IVR logic from other external systems.
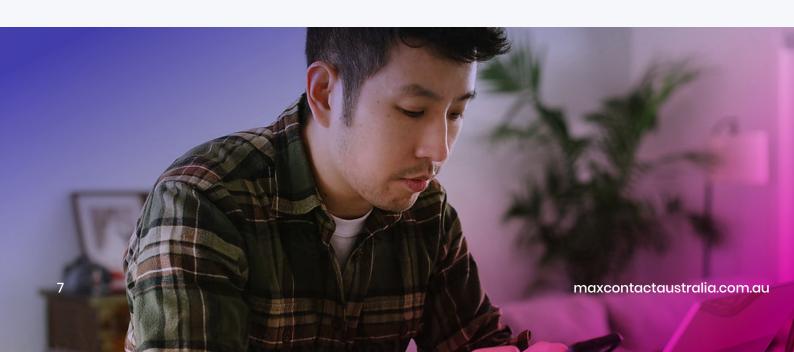
System Control IVR

Remotely control your campaign management from your phone rather than having to log into the system. By calling a number, you can stop, start & pause campaigns as well as the ability to enable emergency routing options.

IVR announcements

Announce average queue time to the clients and dynamically use different IVR routes if times exceed thresholds, allowing you to reduce abandon rates and increase customer satisfaction by turning peaks into steady call traffic through the day.

'Blackout' days

Set certain dates to automatically play customised out of hours messages when a customer calls in. Particularly useful for bank holidays and the festive period.

Advanced IVR elements

Lookup and create leads through the IVR, saving time for your agents. Create complex IVRs that branch calls based on certain statistics or criteria.

Live queues

See how many people you have in queues at different points in your journey and on different channels.

Reporting, MI & Integration

Live stats

See live statistics on all campaigns, all teams and all users. Customise which stats you see and where you see them.

Multiple dashboard access

Publish dashboards to multiple locations within the system and to multiple roles – the same location can display a different dashboard depending on the user's role/access level.

Wallboards

Create dashboards that can be accessed via a URL, allowing remote monitoring of stats without the need to log into the system. Also useful for web enabled TV/monitors in contact centres to display stats & info.

Schedule Reports

Ensure everyone get the reports they need hourly, daily, weekly or monthly with our advanced reporting scheduler.

Simple campaign, team & user assignment

Easy user interface which clearly displays where each user, team and campaign is assigned.

Custom reporting

Build your own reports based on any and all of your data, with the ability to add rules to control what you see on each report you produce.

Real-time fully customisable dashboards

Produce colourful, informative dashboard displays for specific users via the easy to use drag & drop design page. Produce dashboards for the floor displaying multiple configurations – users, teams, lists & campaigns. Allows the combination of inbound & outbound stats to be displayed as well as stats for all calls. With our dashboards, you are free to choose what statistics are displayed, who sees the statistics and how they see them. The ability to use brand colours and images helps quickly identify performance and management information.

Agent time management

Complete control of breaks on the system for agents. Monitor and report on them in the reporting suite.

Real time reporting

Monitor your metrics and KPIs from anywhere. Advance reporting capabilities that are easy to use and allow the scheduling to automate the process.

Inbound Routing Alerts

Use inbound 'skill widgets' to alert staff when certain criteria are met; call in queue, average wait times and even SLA stats. The alerts can be visual, audible or both.

Revenue information

For clients who record and report on revenue stats, we have the option for agents to enter payments received to specific result codes. Allowing you to record, report and display revenue wherever you need.

Complete list admin

Manage data in a simple, clearly displayed way. Import data with ease, move data between lists to manage leads, full monitoring of history and much more.

Priority dialling

Import data via an API and call a number within 30 seconds to ensure you are the first to contact the most valuable leads .

Complete auditing

View 'who did what' in any area, at any point on the system at any time.

API integration

Web based enquiries seamlessly move into the dialler allowing agents to receive the information and contact the customer.

Data management

Move or supress data from list to list, using any information collected through scripts or imports.

Workflow process

Seamlessly allows agents to send out e-mails/ SMS messages or setting up a follow up call on another campaign. Customers details are included to give them a professional customer journey which improves retention and acquisition.

CRM integration

Option to use your own CRM system instead of or in conjunction with our bespoke scripts.

Drag and drop custom scripts

The script manager allows simple drag and drop creation of elements meaning you have full control of what goes into them. Validation and branch logic allow you to create scripts so that agents can react to questions, deal with objections and guide the client to the best outcome.

Data forever

We never delete your data, so you can report on it forever, allowing for big data trend analysis.

Compliance and Security

Customisable roles and access permissions

Control who sees what on the system with simple role assignment. Customise all permissions to create multiple, bespoke roles to your business.

GDPR compliance

Locate, edit or remove a leads information on the system on one simple page.

Password policy

Allows you to set configurable password plans that can be associated to user roles. This, in turn, allows password policies to be restrictive based on the sensitivity of the permissions associated with each role.

Recording splitter

For customers who need to send proof of compliance to their clients. We have a simple tool which allows manual or automated call recording splitting enabling you to download and send for compliance checks.

Tagging

Our unique tagging system allows you to limit the view of everything on the system. This means that if a user, no matter the role, isn't 'tagged' into specific information, they won't see it within the system.

PCI-DSS Agent SafePay

Our agent safe pay feature allows agents to take payments without viewing or hearing the card digits of the customer. The customer will use DTMF tones via their keypad to transmit the card number, expiry and CVV.

Complete security

We house all of our technology in Microsoft Azure's cloud services, utilising the strongest security models they provide. Microsoft have the highest industry standards for security and compliance in the world, and we make sure to use a datacentre to suit your regulatory commitments.

Automated payment IVR

With our new PCI –DSS Compliant Payment IVR your contact centre can now receive payments 24 hours a day 365 days a year with or without any agent involvement. This solution is designed fully bespoke to your requirements providing your clients with a great customer experience.

Safe in the knowledge

MaxContact is ISO27001 certified meaning you can be sure we will keep yours and your customers data safe. We have high availability, full anonymisation and pseudonymisation functionality with full disaster recovery and 99.99% uptime guaranteed.

Other Features

Call back manager

Specified users can access all private call-backs on the system and control what happens with them. Reallocate or reschedule when agents are unavailable.

Full import history reporting and detail

View all imports made on the system via a timeline of events. Dive into each import to see the details and settings used.

QA suite

Recordings, notes and evaluations. Coach, monitor and evaluate your agents in one suite, allowing you to rate, highlight and record agent interaction to use in training.

Full reporting suite

Access reports in one easy to use area comprising of 3 types of reports; **Standard reports** cover all areas of dialling and come free with the system. **Custom reports** allow you to build your own based on your data and leads history. **System reports** are bespoke reports built by our own team to your exact specifications.

No limits

There are no limits to the number of campaigns, lists, inbound routes skills, scripts and so on.

Data expiry

Set an expiry date for the data so the system removes the leads automatically avoiding the possibility of exceeding calling times.

Call backs

Agents can schedule private or public call-backs on any call. Allows the agent or their supervisors to manage the call-backs in a simple effective way. Public call backs will be seamlessly routed to free agents at the arranged time.

True text to speech

Speech Synthesis converts data held within your MaxContact database and presents audio to your customer using a human sounding voice.

Admin to agent messaging

These are one way messages the agent cannot respond to, allowing them to take in the message without distracting from their work by having to respond.

Auto focus for agents

Web Agent dashboards can trigger a MaxContact chrome extension, forcing the browser to the front of the screen. This has been implemented as a result of client feedback because specific users only 'go ready' for calls when there is a call in queue as part of their process.

To see how MaxContact could work for your teams, request a demo now, email **info@maxcontactaustralia.com.au** or call us on **AUS 1300 570 703 – NZ 0800 197 020**